

# DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

February 2023



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## Board Meetings

- ◆ February 16, 2023

## Last Day To Pay

- ◆ February 21, 2023  
Before 3:00 p.m.

## Disconnection Date

- ◆ February 22, 2023

## Current Bills Due

- ◆ February 27, 2023  
Before 3:00 p.m.

## Office Closure

- ◆ February 20, 2023

## Office Hours

- ◆ Monday-Thursday  
7:30 a.m.-5:30 p.m.
- Friday  
8:00 a.m-5:00 p.m.
- Closed 11-12 for lunch

***“True love stories never have endings.”  
-Richard Bach-***



## UPDATE INFORMATION

For Dona Ana MDWCA to better serve you, kindly update all your contact information including name change, phone number, e-mail, removal of a name and add a name to the account. It is critical to note that if your mailing address changes and you do not receive a bill, it does not exempt you from paying on your account each month. You do have the option to e-mail the updated form along with a copy of your drivers license to customerservice@dawater.org. If you are uncertain your account is up to date contact our Customer Service Department at 575-526-3491.

## NEW STAFF MEMBER

On behalf of Dona Ana MDWCA, we would like to take the time and welcome Francisco Kramer to our Operations Team.

## CLOSURE

In observance of Presidents’ Day, our office will be closed February 20, 2023. We will resume normal business hours on February 21, 2023.

Updated Customer Information Request Form

DONA ANA MUTUAL DOMESTIC WATER CONSUMERS ASSOCIATION

Date: \_\_\_\_\_

Account Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

I, \_\_\_\_\_, would like to update the following information for the above listed account and service address. I acknowledge that as the primary applicant on the account above, that I must provide a valid driver's license and any supporting documents needed to make such changes to my water account. I also understand that any changes made may not take effect immediately and will not be available for pricing until the next billing cycle.

**Customer Information Requested To Be Updated**

Change of Name: \_\_\_\_\_

Change of Address: \_\_\_\_\_

Change of Phone Number: \_\_\_\_\_

Change of E-mail Address: \_\_\_\_\_

Remove a Name: \_\_\_\_\_

Add a Name: \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date \_\_\_\_\_

Dona Ana MDWCA Representative \_\_\_\_\_ Date \_\_\_\_\_

**HAPPY VALENTINE'S DAY FROM DONA ANA MDWCA!**

LOVE CHERISH KINDNESS THOUGHTFUL

## SE COLLECTION PROJECT

The SE Collection Project is pending approval from the Federal level in Washington, DC. At this time we are still accepting applications to meet the minimum of 500 connections. Please stop by our office for additional information or call our Customer Service Department at 575-526-3491. Thank you for your patience in this matter.

## SUBSCRIBE TO OUR WEBSITE

Not getting notices of water outages, alerts, and news??? Please subscribe to our website at dawater.org. If you have any questions please contact our Customer Service Department at 575-526-3491.

**Subscribe**

Use the form below to receive our News and Alerts.  
Or click here to unsubscribe

Your Name: \_\_\_\_\_

1. Receive our News and ALERTS via Email:  
Your Email: \_\_\_\_\_

2. Receive ALERTS via Text Message:  
Cell Phone #: \_\_\_\_\_

Enter 10 Digit Cell Number (no - or +)

I'm not a robot

By providing an email and/or cell number and clicking the subscribe button, you are consenting to receive email & text notifications.

**Subscribe**

## BANK RETURNED ITEMS FEE

Any payment returned for insufficient or uncollectible funds will be subject to a Bank Returned Items Fee of \$35.00. Payment of the insufficient or uncollectible funds and the Bank Returned Items Fee may be made with cash, cashier’s check (s), credit/debit card(s), or money order (s). Upon the occurrence of two bank returned items within one twelve (12) month period, payment will be required in the form of cash, cashier’s check(s), or money order(s) only .

**HAPPY PRESIDENTS' DAY!**



## **TIPS TO REDUCE WATER IN THE HOME**

Only run your dishwasher when it is full of dishes.

When washing your hands, turn off the water while you lather.

Rinse your produce in a pan of cold water instead of letting the water run continuously.

Turn off the faucet when shaving and brushing your teeth.

Only run the washing machine with a full load.

***“Love is just a word until someone comes along and gives it meaning”.  
-Paulo Coelho-***

### **BOARD MEETINGS**

We would like to inform our members the Board Meetings at Dona Ana MDWCA will now be held once a month, on the third Thursday going forward. If you have any questions please contact our Customer Service Department at 575-526-3491.

### **GALLONS PUMPED**

For the month of December Dona Ana Mutual Domestic Water Consumers Association pumped 42,316,813 gallons of water for our members.

### **POLICY FEATURE**

Having our POLICY FEATURE in our Newsletter helps build relations with our customers through regular communication and better understanding about our policies at DAMDWCA.

### **BILL ADJUSTMENTS**

Adjustment of a utility bill must be requested by the user by contacting Doña Ana MDWCA Customer Service to initiate the evaluation and processing of a bill adjustment. Adjustments involving documented extenuating circumstances, exceeding the standard twelve (12) month period for retroactive billing or refund adjustments are defined as non-standard adjustments, and may be considered and applied at the discretion of the Executive Director. Adjustments to utility billing will be considered and/or assessed for the following conditions:

#### **METERED SERVICE ERROR**

Where a user has been overcharged or undercharged for metered service due to a reading or billing error, the period to be retroactively billed or refunded shall not exceed three (3) months.

Where the user believes that the water meter is not functioning properly, the user may request a meter test be conducted only after a data log has been performed on the meter. Should the meter test show the meter to be accurate, a service charge will be applied as provided in Doña Ana MDWCA User Service Fees and Charges schedule.

It is the user's responsibility to maintain their lines and to remediate any leaks that occur on the user's side of the outlet of the meter.

For the full policy please see pages 2 thru 4 in our POLICIES AND PROCEDURES HANDBOOK.



**COMMITTED TO  
PROVIDE QUALITY  
WATER AND  
SANITATION  
SERVICES FOR  
MEMBERS OF OUR  
COMMUNITY.**

**Physical**  
5535 Ledesma Dr.  
Las Cruces, NM  
88007

**Mailing**  
P.O. Box 866  
Dona Ana, NM  
88032

**Office**  
575-526-3491

**Emergency**  
575-644-4027

**Website**  
[www.dawater.org](http://www.dawater.org)

**Servline**  
**By HomeServe**  
575-449-8055

***“The best and  
most beautiful  
things in the  
world cannot be  
seen or even  
touched. They  
must be felt with  
the heart.”  
-Helen Keller-***

